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Health Services Administration Capstone

From Healthcare Human Resources to Strategic Management, you have accumulated a vast amount of knowledge. In this capstone course, you will put all of your acquired knowledge in the Health Services Administration program to use in the development of a final capstone project as described below.

In the past year, we have been exposed to the COVID-19 pandemic which is directly impacting the efficiency and effectiveness of Health Services Administration. In this capstone, you will analyze the research related to this issue; what is currently known and its impact on the population and field of Health Services Administration. After your research on the topic is complete, you will then develop an action plan for the problem paying close attention to the resources needed and the complexity of implementation.

Lastly, once your plan is completed, you will then evaluate the strengths and weaknesses of your plan. Without making revisions at this stage, this step is merely a review of potential barriers to your plan either from a social or political perspective. You will also include a complete list of references used in your project, compiled in adherence with APA 7 standards for citation.

For a complete overview of the Capstone Project, please review the Capstone Project Outline below.

Capstone Project Outline/Contents

I. Cover/Title Page

II. Table of Contents

III. Abstract – written last

- Should consist of 150 to 250 words
- Should be concise
- Is not an introduction

IV. **Chapter 1 – Problem Statement (8 to 10 pages)**

- Introduction

- History of problem (COVID-19 pandemic)
- When did it first appear?
- Who does it affect?
 - Demographics
- What has been done to combat this problem?
- Current scope
 - How significant is the problem?
 - What is currently being done?
 - What role does healthcare management currently play within the context of the issue?
- Responsibility of problem
 - Who owns it?
- What aspects of the problem (COVID-19) remains unaddressed or persists in the Health Services Administration environment?
 - Is it related to cost, access, or quality – combination or all?
- Provide a conclusion of what you have covered in this area.

V. Chapter 2 – Literature Review (8 to 10 pages)

- Introduction
- What has been published on COVID-19 as it relates to HSA (e.g., examine research in Healthcare HR, Healthcare finance such as reimbursement, Healthcare strategic management, Healthcare leadership and other topics you have encountered throughout your academic career)?
 - This chapter should not just be a regurgitation of what has been published – rather this is an analysis of what is known and not known about the problem as it relates to any or all of the areas mentioned in the examples above.)
- Provide a conclusion of what you have covered in this area.

VI. Chapter 3 – Strategic Plan (5 to 7 pages)

- Introduction

- What should management do to resolve any of the issues in Health Services Administration you have discovered above as it relates to the COVID-19 pandemic?
- Develop a plan for implementation that would resolve the issues – consider how the plan would be implemented.
 - What costs may be incurred – direct and indirect
 - Who will pay?
 - Can your plan be sustained? How? What will be required for it to be sustained?
 - Labor needed
 - Special training required?
 - Technology needed
 - Are there any current systems in place to support your plan (per the research)?
 - Communication
 - Gaining employee buy-in
 - Short term versus long-term planning
 - Who will benefit from the implementation? How/Why?
 - Organization?
 - Leadership?
 - Employees?
 - Patients?
 - Providers
- What will the healthcare environment look like once the problem is solved?
- Provide a conclusion of what you have covered in this area.

VII. Chapter 4 – Recommendations for Future Study/Limitations (4 to 5 pages)

- Introduction
- Possible barriers for implementing your plan from the previous section
- Social barriers – if any
- Political barriers – if any
- Limitations of plan
- Conclusion

VIII. References

- At least 20 references
- All references listed here must be cited in the body
- No active hyperlinks

IX. Appendices – if any (Tables, charts, etc.)



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